

SOFT SKILLS FOR A HARD-CODED WORLD

Communication in the *Age of AI*

A framework for staying human, sharp, and indispensable while the tools around you keep changing.



Engagement Requirements

Engage Actively:

Participate actively by responding to all polling questions.

Technical Preparedness:

Ensure your device is set up with a stable internet connection, functioning audio, and video capabilities if required.

Stay Engaged:

To receive the credited hour, you must remain on the call for the entire duration of the webinar.

Provide Feedback:

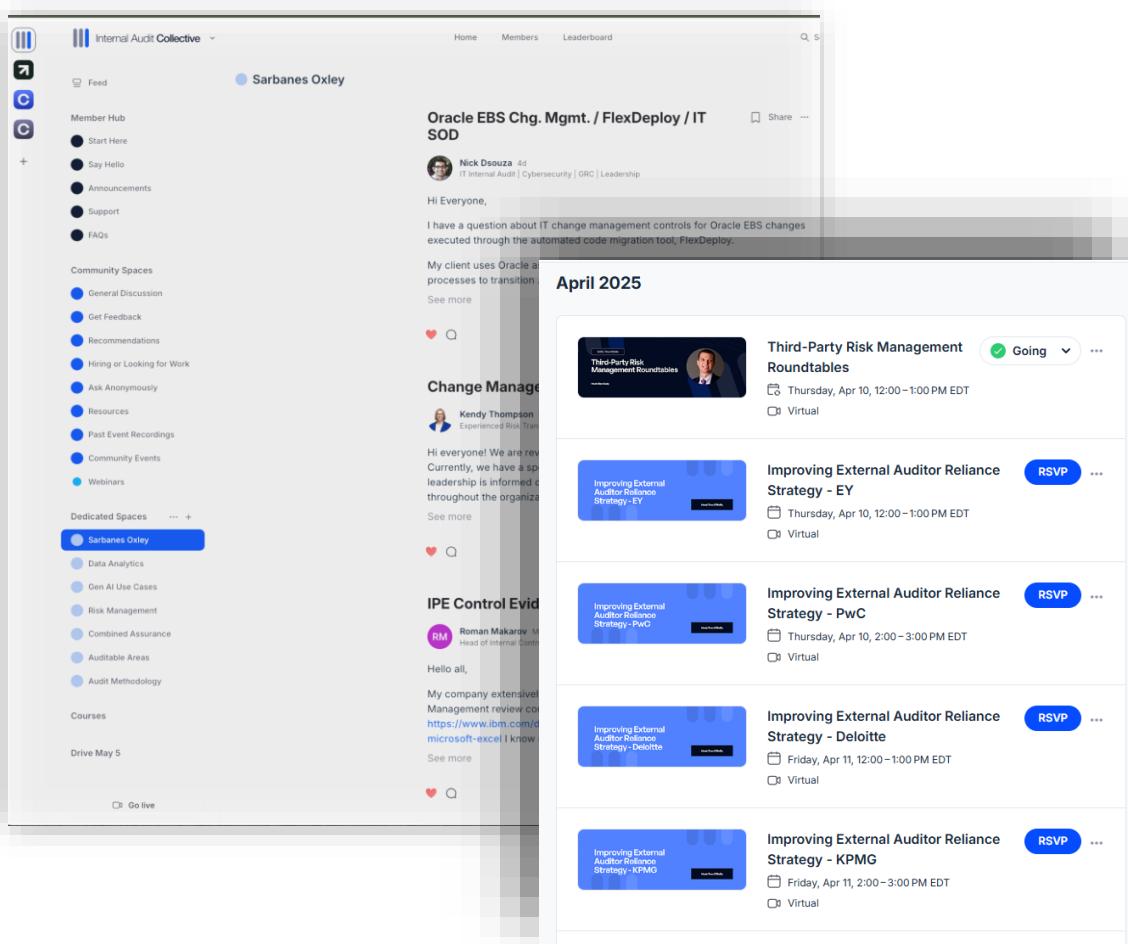
Complete the post-webinar surveys to share your insights and improve future sessions.

Join the Internal Audit Collective Community Today

Join the Collective



No pitches. No spam. Just community.



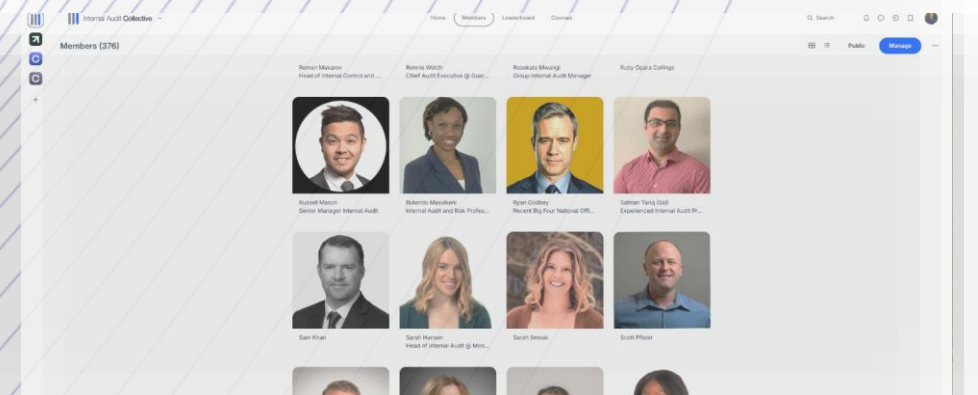
Join an online, “managed” community for SOX and Internal Audit professionals



The Collective is a membership site designed for SOX and Internal Auditors to network, share, learn, and grow.



Get access to an online resource to ask questions, get feedback, and exchange ideas with your peers.



ABOUT ME

Five years at the manager level taught me what hard work alone can't do.

I help mid-career professionals crack the unwritten rules of workplace advancement. After spending five years stuck at the manager level despite doing everything "right," I discovered that promotions aren't just about hard work — they're about strategy, visibility, and influence. Since then, I've built a career coaching empire that includes group and 1:1 coaching, a podcast, and book *Secrets of the Career Game*. I focus on turning corporate strategy into no-nonsense, actionable advice for people ready to stop waiting for someone to notice their work — and start playing the game to win it.

306K+

Instagram Community

23K+

LinkedIn Followers

1:1 & Group

Coaching Programs



THAT
Career COACH

KENDALL BERG

Founder & CEO, That Career Coach

THE SHIFT

Work is changing — *augmented, not replaced*

- 01** AI handles the repetitive tasks; you're now valued for judgment, nuance, and strategic thinking
- 02** The bar for “good enough” work is rising fast — AI raises the baseline, so your differentiation has to come from elsewhere
- 03** Speed is no longer the flex — everyone has speed now. Insight is the new currency
- 04** Roles are shifting from “doing the task” to “directing and reviewing the output”
- 05** The professionals who thrive use AI as a thinking partner, not a replacement for their own voice

THE DIFFERENTIATOR

Soft skills are *even more important*

- 01 When everyone has the same tools, relationships become the actual differentiator
- 02 Emotional intelligence can't be automated — reading a room, sensing tension, knowing when to push or pull back
- 03 Clear, human communication builds trust that a well-prompted AI output never will
- 04 Influence and persuasion still happen person-to-person, especially in negotiations, pitches, and tough conversations
- 05 The professionals who get promoted are the ones people want to work with, not just the ones who produce the most

Who Has Power Over Your Career?

You are responsible for your career, but you do not have exclusive power over it.

- 1

Make an Influencer List
Name the people who shape decisions about your role, who have experience in areas of interest, and who are consistent collaborators.
- 2

Build Initial Relationships
Start small — an intro, a shared project, a genuine question about their spike skill.
- 3

Know When to Cultivate
Relationships need maintenance. Decide how and when you'll keep each one warm.
- 4

Read the Room's Personalities
Learn the two personality types you'll meet in corporate, and how to navigate each one.

Name	Title	Relationship	Seniority	Risk	Power	Exposure	Fear	Validation	Future	Total	Rank

Reid, Brendan. *Stealing the Corner Office*. Weiser; First Edition, 2014.

Poll 1: In an initial meeting, what should you discuss?

1

Your work

2

Your desire for a new job

3

Something they are good at

4

Your bad boss

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Develop Your Executive Presence

How people feel about you in a room, is almost more important than what you deliver

Presence & Composure

Attentiveness, preparedness
(Dressed/focused/prework), Emotionally
regulated space

Feedback & Criticism

Response ready for when you feel like the
commentary is starting to push you to the
defensive

How you Communicate

Rule of 3s, Pre-work (Make a list of the
attendees, write out 1-2 things each person
cares about, and then how what you are
presenting maps to those priorities)

Credibility & Trust

Most people think this means proving how
smart you are, 2 things: Asking good
questions, and doing what you say you will

WHY IT MATTERS

- Potential vs. performance
- Perception vs. Reality
- Composure vs. Seniority

Poll 2: Executive presence is not about talking but more about?

1

Communication & Trust

2

Going to happy hour

3

Being the loudest

4

A nice suit

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THE STRATEGY

Understand the objectives *of your leadership*

- 01 Great communication starts with knowing what your leader is actually being measured on
- 02 Ask yourself: what keeps my manager up at night, and how does my work address that?
- 03 Aligning your language to leadership priorities — revenue, efficiency, risk, growth — makes your contributions land differently
- 04 When you speak in your leader's priorities, you stop sounding like an employee and start sounding like a peer
- 05 Regularly checking in on shifting priorities, especially as AI reshapes team goals, keeps you strategically relevant

What Do Executives Care About?

Not just what you need to know — what THEY need to know. This is how you persuade and influence.



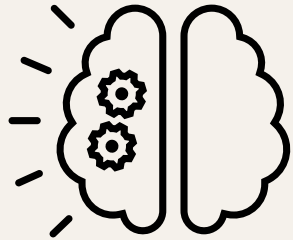
The Rule of 3s

When you're speaking to executives, structure earns you the room.

1

Organize Your Thoughts

Lead with structure — a clear beginning, middle, and end — so the room can follow without effort.



2

Build Your Credibility

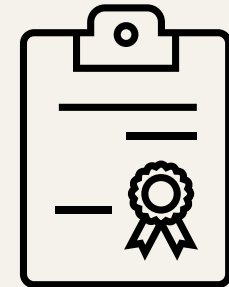
Show you understand the stakes and the numbers before you ask for anything.



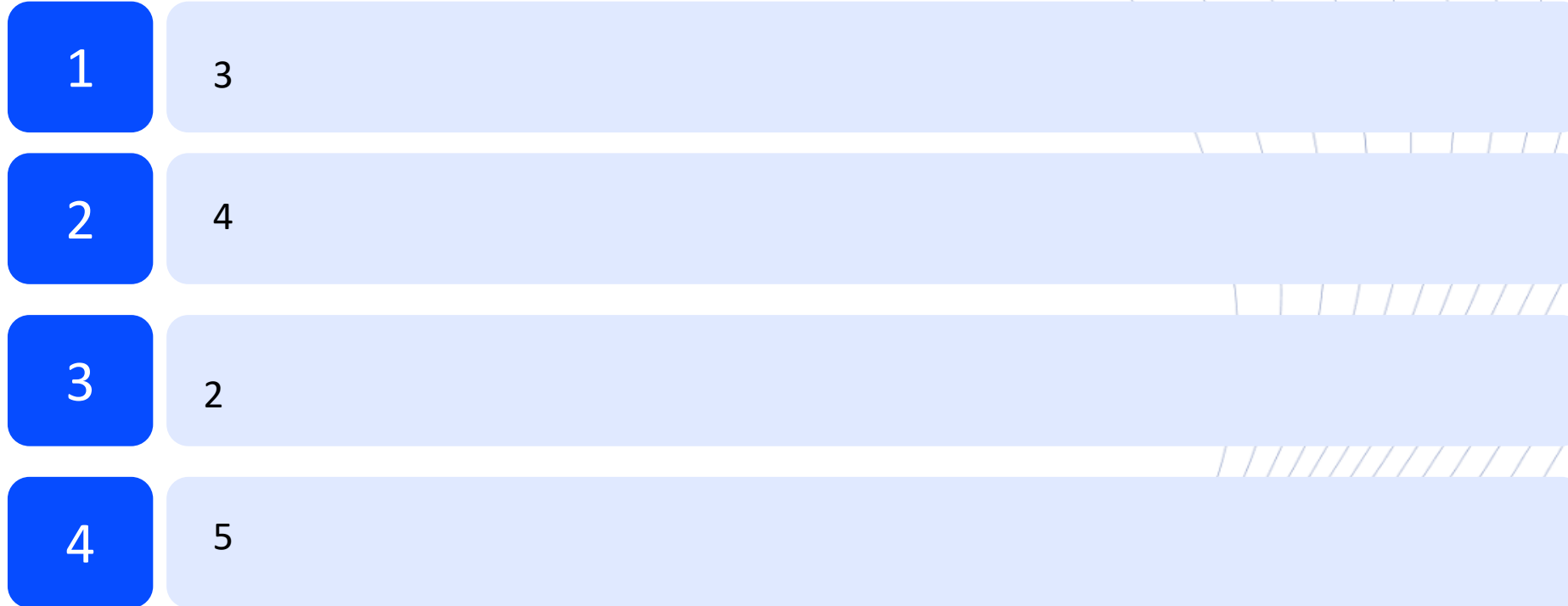
3

Add Value

End with what this means for them — not just what it means for you.



Poll 3: How many topics should you share at a time?



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THE TAKEAWAY

AI will keep changing the tools.
Your judgment is what gets you noticed.

Q & A



 Join us in Stowe, Vermont, for

APEX 2026

A two-day, in-person retreat for
CAEs and Internal Audit Leaders

October 20–21, 2026 | Spruce Peak Lodge & Resort



internalauditcollective.com

APEX 2026 | OCTOBER 20-21 | STOWE, VERMONT

Meet the Audit Leaders Behind APEX 2026

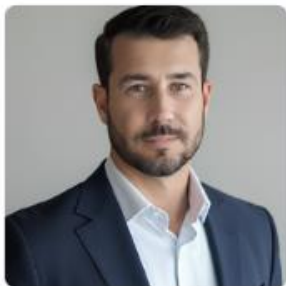
Experienced leaders from some of the world's most recognized organizations are coming together at APEX to share diverse perspectives on the challenges and opportunities shaping internal audit today.



Brianna Bazzy
Director, Internal Audit, *Okta*



Rachel Tressy
Executive Vice President, Chief
Internal Auditor, *Voya Financial*



Alan Maran
Vice President, Chief Audit
Executive, *Entegris*



Emmanuel Benton
Director, Internal Audit
Professional Practices, *Verizon*



Jan Murry
Strategic, Innovation, Enablement,
and Digital Technology Internal
Audit Executive, *GE Aerospace*



Beth Womersley
Vice President, Corporate
Assurance & Risk, *Slide*



Rebecca Pomerleau
VP & Chief Audit Executive
Leslie's



Doug Hardesty
Vice President and Chief Audit
Executive



Linda Piazzaroli
Vice President, Division Audit
Director, *Voya Financial*



Joe Earl
Director, Internal Audit
Sutter Health



Dave Malcom
Cybersecurity Practice Leader
In Balance IT Solutions



Matthew Kohls
Director, Internal Audit
Assurance and Advisory
GE Aerospace



David Coulombe
Audit Executive, *Petual*



Rob Snyder
VP, Internal Audit, *Pathward*

AI & Data Analytics Office Hours (For Collective Members Only)

AI Office Hours

AI Office Hours: Risk Assessment Impact Rating



Host: Grayson Minger

Hosted by Grayson Minger
Tuesday, Sept 29, 12pm-1pm EDT

AI Office Hours

AI Office Hours: Audit Planning & Engagement Scoping



Host: Wesley Raider

Hosted by Wesley Raider
Tuesday, Oct 06, 12-1pm EDT

AI Office Hours

AI Office Hours - IA Track: Stakeholder Interviews & Kickoff Meetings



Host: Donald Reynolds

Hosted by Donald Reynolds
Tuesday, Oct 13, 12-1pm EDT

AI Office Hours

AI Office Hours - SOX Track: Drafting Process Documentation



Host: Leydi Jewett

Hosted by Lady Jewett
Thursday, Oct 15, 12-1pm EDT

Join Us For These Upcoming Webinars



Ben Sady Paul Kirstein Brian Elliott Michelle Velez

AI Governance in Practice: Real-World Perspectives from Internal Audit Leaders

Thursday, October 8 3:00 PM EDT



David Malcom

Adaptive Risk: A Framework for Internal Audit To Provide Assurance in Today's AI-Driven Threat Landscape

Thursday, October 29 3:00 PM EDT



Taylor Schwerman Nalini Parameshwar Marissa McElroy John Johnson

SOX Pulse Check: Interim Testing Insights and FY2026 Trends from the Field

Thursday, November 12 3:00 PM EDT



Tom O'Reilly

The State of Internal Audit Leadership: What Top-Tier CAEs Do Differently

Thursday, November 5 3:00 PM EDT

Free for Internal Audit Collective Members:

SOX Base Camp

A "How-To" Course on the
Fundamentals of SOX Compliance

DATES

Oct. 5 to Nov. 5

SCHEDULE

1 Hour/Day; Mon-Thurs

EARN

16 NASBA-CPEs

 **Want to join the Collective or register for a course?**
Use coupon code **WEB0924** by Sept 25th for 20% off.



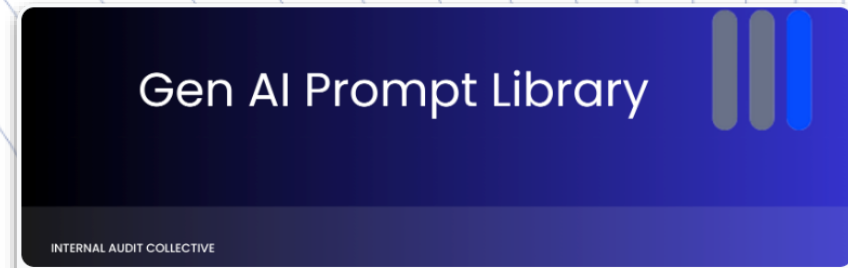
Access to a Library containing AI Prompts, agents, templates, and DA library



Get access to an online resource to ask questions, get feedback, and exchange ideas with your peers.



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AI Prompt Library

Help us build a library of useful templates, decks, and documents. Everything from audit report and audit committee report templates, to risk assessment methodologies and presentations, to audit programs of non-routine audit projects you've performed...

See more



Unstructured Data Testing and Analysis

Toby replied 22 hours ago

Data Analytics

Rich posted 3 weeks ago

Building SOX Deficiency Evaluation Agent in Copilot

David replied 2 weeks ago

Weekly Recap



Toby DeRoche Admin Synergy Graduate 4d

Posted in Announcements

Hi Everyone!

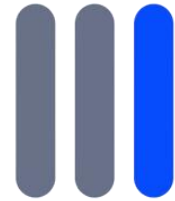
This week was filled with great conversations about AI in internal audit processes and sharing audit resources. One of the things that always impresses me is everyone's willingness to help each other!

AI Integration and Audit Practices

Members are actively discussing the integration of AI into audit processes, particularly in relation to SOX compliance and financial reporting. Discussions include the use of AI tools like Optro's Accelerate and the challenges of auditing AI-driven processes. There is also interest in developing Human-in-the-Loop (HITL) procedures for AI use cases. This sounds like a great topic for a roundtable discussion to me!



enhance audit processes. This
s, and pre-planning documents.
10 likes · 1 comment
...
processes
2 likes



Internal Audit **Collective**

Thank You For
Participating!

